

Instructions for Updating and Transmitting the National Ombudsman Report Data Input Application (NORDIA)

As in previous years, the state report must be submitted electronically by diskette or internet mail, using the NORDIA program. The same installation package used for FY 1999 through 2001 – the compact disc (CD) sent from AoA – can be used for the FY 2002 and subsequent reports. The changes on the form and instructions will be downloaded with the 2002 update, described below. (State offices/agencies which retained a copy of this on their hard drive may use that; they do not need to re-install it.) The CD includes instructions for installation and use of the program.

After the installation process has been completed or if you already have it installed on your hard drive, you must update the NORDIA.EXE contained in the installation package. To update the NORDIA.EXE, browse to the following link on the AoA website:

<http://www.aoa.gov/napis/NORDIA2002/instructions.html>

Then follow the directions to download the NORDIA 2002 update and apply it to your installation location.

If you do not have a copy of the 1999 or the 2000 NORDIA CD, please e-mail softwarerequest@aoa.gov, specify that you need the NORDIA CD and provide your shipping information.

In order to transmit the report, it is necessary to correct all error messages and complete the transmit function. Please save a copy of both the NORDIA program and your FY 2002 report on your hard drive.

The report may be submitted as an e-mail attachment to napis-nors@aoa.gov. Please identify the state and fiscal year and a contact person with e-mail, telephone, and fax numbers in the body of the message. It is not necessary to send a separate transmittal letter. Alternatively, the report may be submitted on a diskette, which should be mailed with a transmittal letter containing the information specified above to:

**U.S. Department of Health and Human Services
Administration on Aging
Division of Information Resources Management
Washington, DC 20201
Attention: NORS 2002**

Inquiries concerning the use or transmittal of the NORDIA program should be addressed to Sue Wheaton, AoA Ombudsman Program Specialist, telephone(202) 357-3587; e-mail sue.wheaton@juno.com